

MEMORANDUM FOR SEE DISTRIBUTION

FROM: HQ AFCESA/CEO
139 Barnes Dr Suite 1
Tyndall AFB FL 32403

SUBJECT: Minutes for the Workforce Management Video Tele-Conference
(VTC), 17 Dec 01

1. Lt Col Hedley, Chief, Knowledge Management Division (CEOK), chaired the meeting and provided opening remarks. He discussed the reorganization of the Operations Support Directorate focusing on his division, Knowledge Management. He defined Knowledge Management (KM) and stated his division's five goals: decide/define operation benchmarks, establish reliable metrics and portalize them, gather sister service information (USCG, Army (Builder), Navy), process data (IDW), and recommend and implement changes in CE. KM tracks knowledge gained through experience, benchmarking, and history. Information Technology (IT) allows sorting and fielding data to help make decisions. Together, KM and IT allow managers and decision-makers access to historical information. The KM Tool Kit will include data warehousing (DW), portals, modeling tools, digitable libraries, customer relationship management, e-everything, and workflow software. Through benchmarking, a shared knowledge in communities of practices and a revised CE portfolio, we can measure performance with new metrics and meet Gen Jumper's goal to measure performance. He then turned the meeting over to the briefers.

2. Capt McCall (CEOK) briefed Workforce Management (WFM), a new section, with the goals to give beneficial news to the Operations community and provide a direct link soliciting feedback on working level concerns. She briefed the initiatives of WFM. One initiative is this VTC, a way of cross feeding, sharing, and benchmarking information to help with base operations. Other initiatives included capturing initial/sustainment training for ACES modules, and ensuring CE Operations publications are current.

3. Mr. Jackson (CEOK) briefed manpower issues including career progression groups (CPG), reengineering issues, stressed career fields, and the CE squadron of the future. He gave a snapshot of the CE CPG model, showing percentages per grade and noted fire, readiness, and operations management still need fixing. Mr. Jackson then provided the VTC participants a CPG schedule. The timeline depicted on the slide and AFCESA CPG functionals will need to work with the MAJCOMs to ensure each CPG is as close as possible to model. He emphasized the basic Annual Planning and Programming Guidance (APPG) rules to:

Reengineer all Air Force Manpower Standards (AFMSs) by FY05
Conduct zero-based review

Eliminate all unfounded requirements
Manpower savings accrue to AF vs. MAJCOMs
AFMIA “certify” new requirements
Corporate structure reviews and approves

The CE Strategy is to use existing manpower studies (do not reinvent the wheel) and apply lessons-learned from the CSAF directed Objective Squadron Study. Mr. Jackson concluded by identifying the stressed CE AFSCs and requesting we think strategically about how CE needs to be shaped for future strategies.

4. SMSgt Day (CEOK) briefed logistics issues focusing on Contractor Operated Civil Engineer Supply Store (COCESS) information. Efforts to revise 30-year-old Statement of Work (SOW) with most current practices and to include latest technological advances began in Nov 00. SMSgt Day provided history on the Air Staff-hosted Government Workshop and Industry Day Forum held in Jan 01 at Dobbins ARB GA to allow all “good ideas” to be incorporated into the new corporate SOW. Industry Day officials determined the government effort was in line with industry standard practices and USAF efforts benchmarked processes not normally found in civilian practices. After the Dobbins ARB meetings, the corporate SOW was further refined and sent to MAJCOMs for review and comment, with the salient comments incorporated into the draft SOW. HQ AFCESA then asked MAJCOM CEs to review and coordinate on this SOW. He briefed the AFCESA/CC and HQ USAF/ILEX recommend mandated use of the Corporate COCESS SOW and SAF/AQCO recommended mandate of Eglin’s RFP. SMSgt Day cautioned those bases in line for COCESS resolicitation to heed the lessons learned from Eglin’s solicitation and stay tuned to his website for cross feed. SMSgt Day then briefly covered a recent Staff Assistance Brief conducted at Buckley to assist with Interim Work Information Management System training for this recent AF-activated installation. He closed with noting the support the CE logisticians were contributing to developing the ACES Ops module and stated Capt King would provide further details later in this VTC.

5. Mr. Blanchard (TRW) briefed Competitive Sourcing Help Desk information. He briefed the help desk is staffed with experts in Manpower, Contracting, and Civil Engineering personnel available to assist in the rules of A-76. He also briefed a Lessons Learned/Best Practices Workshop will be held in Atlanta 26-27 Feb 02. The purpose of the workshop is to compare information from cost comparisons and direct conversions and make this information available to the field.

6. Capt King (CEOK) gave an ACES Operations IPT update discussing ACES history and current status information. Specifically, he discussed the ACES IPT will brief the ASG at Scott AFB in January. He briefed commercial-off-the-shelf packages were narrowed down to 4 from 186. The packages will be analyzed during Jan 02.

7. Capt McCall concluded by announcing the VTC will be quarterly with the next planned for Mar 02. She stated the next VTC would include discussion on snow and ice vehicles, MEEP program, and training issues. Participants then provided the expanded list of topics and questions below to either present at the next VTC or answer prior to the VTC. All participants

thought the VTC is very useful and an additional means to build communities of practice and cross feed on critical CE Ops Flight issues.

FUTURE TOPICS:

Personnel Issues -- Stop Loss -- QAEs training and career/job skill progression -- Grading of ME Engineers	- Homeland Security -- Funding -- Goals
- A-76 -- Response time and metrics	Silver Flag -PERSCO Support
- Special Purpose Vehicles -- Fire Department vehicles (funding) -- Lease vs. purchase -- Funding issues	- EOD/Readiness -- Manpower study (stressed career fields)
- ACES -- Status of each of the subsystems -- Sustainment training provided -- IPT dates for modules	- COCESS -- Status of bases (especially Eglin, Mt. Home, Malmstrom and FE Warren)
- Prime Beef and War Skills Training for personnel at outsourced bases --Silver Flag Training availability	- Discuss Metrics - CS&P response time

The briefing slides can be found at the following link:

<http://www.afcesa.af.mil/Directorate/CEO/Management/WorkMgmt/default.htm>

8. If you have any questions, please contact Capt Carolyn McCall, HQ AFCEA/CEOK, DSN 523-6444, email: carolyn.mccall @ tyndall.af.mil.

///Signed///

BART H. HEDLEY, Lt Col, USAF
Chief, Knowledge Management

Approved/~~Disapproved~~

///Signed///

LARRY E. BRITTENHAM, Colonel, USAF
Director of Operations Support